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June 28, 2012

Via ECFS and Hand Delivery

Karen Majcher
Vice President, High Cost and Low Income Division
Universal Service Administrative Company
2000 L Street, NW, Suite 200
Washington, DC 20036

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

**Re: Annual Compliance Filing of Central Texas Telephone Coop., Inc.
WC Docket No. 10-90**

Dear Ms. Majcher and Ms. Dortch:

Central Texas Telephone Cooperative, Inc. ("CTTC"), by its attorneys and pursuant to Section 54.313(a)(5) of the Federal Communications Commission's ("Commission") rules and the Commission's 2011 *USF Transformation Order*,¹ hereby submits its annual compliance filing for Study Area Code 442052. Included with the filing is CTTC's Emergency Operations Plan to its Emergency Certification.

If you have any questions regarding this information, please contact the undersigned.

Sincerely,

/s/ Kenneth C. Johnson

Kenneth C. Johnson

Attachments

cc: PUC of Texas (Via Hand Delivery)

¹ See *Connect America Fund et al.*, WC Docket No. 10-90 et al., Report and Order and Further Notice of Proposed Rulemaking, FCC 11-161, ¶¶ 580-581 (rel. Nov. 18, 2011) ("*USF Transformation Order*"). See also 47 C.F.R. § 54.313(a)(5).

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
Connect America Fund)	WC Docket No. 10-90
)	
Central Texas Telephone Cooperative, Inc.)	
)	

**ANNUAL COMPLIANCE FILING OF
CENTRAL TEXAS TELEPHONE COOPERATIVE, INC.**

Central Texas Telephone Cooperative, Inc. ("CTTC"), by its attorneys, hereby submits its annual compliance filing for Study Area Code 442052 as required by Section 54.313 of the Federal Communications Commission's ("FCC" or "Commission") Rules,¹ and in accordance with the Commission's *USF Transformation Order*,² *Clarification Order*,³ and *Second Clarification Order*.⁴

The *Connect America Fund Order* created additional reporting requirements for 2012 for state-designated eligible telecommunications carriers ("ETCs") in Sections 54.313 of the Commission's rules, particularly Sections 54.313(a)(2)-(6) and 54.313(h), which became effective for 2012. The *Clarification Order* clarified, among other things, that (a) ETCs required by their state commission to file a service quality improvement plan or annual updates with the state commission would not be required file such improvement plans or updates with the FCC in 2012; and (b) ETCs that are not required by a state commission to file a quality improvement plan with the state commission are not required to file a plan with the FCC in 2012. The *Second Clarification Order* clarified, among other things, that the FCC does not expect state-designated ETCs to report to the FCC in 2012 information

¹ See 47 C.F.R. § 54.209.

² See *Connect America Fund et al.*, WC Docket No. 10-90 et al., Report and Order and Further Notice of Proposed Rulemaking, FCC 11-161, ¶¶ 580-581 (rel. Nov. 18, 2011) ("*USF Transformation Order*").

³ See *Connect America Fund et al.*, WC Docket No. 10-90 et al., Order, DA 12-147, (rel. February 3, 2012) ("*Clarification Order*").

⁴ See *Connect America Fund et al.*, WC Docket No. 10-90 et al., Third Order on Reconsideration, DA 12-52, (rel. May 14, 2012) ("*Second Clarification Order*").

that such ETCs were not previously required by the state commission to collect, but if a state-designated ETC is subject to a state requirement to report annually some or all of the information required by Section 54.313 then the ETC should file a copy of any relevant information with the FCC in 2012. CTTC hereby submits the required reports and certifications pursuant to Section 54.313 of the Commission's rules and in accordance with the *Clarification Order* and *Second Clarification Order*.

I. Outage Report

Pursuant to Section 54.313(a)(2) of the Commission's rules, CTTC hereby provides detailed information on outages of at least 30 minutes in duration for the prior calendar year for each service area in which CTTC designated potentially affecting (i) at least 10 percent of end users in a designated area or (ii) a 911 special facility.⁵

In 2011, CTTC had no outages to report to the Public Utility Commission of Texas ("Texas PUC") pursuant to Section 26.51(e) of the Texas PUC's rules. In 2012, CTTC reported to the Texas PUC that CTTC had experienced a major outage on January 3, 2012 that began at 11:45 a.m. and was resolved the same day at 4:55 p.m. The suspected cause of the outage was failed electronics. The outage affected CTTC's Cherokee Exchange located in Cherokee, Texas and affected approximately 300 customers. Because the outage did not last longer than 24 hours, CTTC was not required to provide daily updates to the Texas PUC.

CTTC performs routine maintenance checks on its system to ensure quality service. In order to perform these maintenance checks, CTTC must turn off its service for a maximum of two to three minutes. CTTC performs these checks at night during periods of very low call volume so as not to interrupt service.

⁵ See 47 C.F.R. § 54.313(a)(2).

II. Service Requests

Pursuant to Section 54.313(a)(3) of the Commission's rules, CTTC hereby reports that, during the prior calendar year, there were zero requests for service from potential customers within CTTC's service areas that were unfulfilled during the prior calendar year.⁶ Specifically, CTTC reported to the Texas PUC that it was able to meet 100 percent of each of (a) regular orders completed in five working days, (b) primary orders completed in five working days, (c) installation commitments, (d) orders completed in 30 days, and (e) orders completed in 90 days.

III. Number of Complaints Per 1,000 Lines

Section 54.313(a)(4) of the Commission's rules requires ETCs to report the number of complaints per 1000 fixed or mobile connections in the prior calendar year.⁷ Because CTTC was not required by the Texas PUC to report complaint data in 2011, it does not do so here in accordance with the *Second Clarification Order*.

IV. Certifications

Pursuant to Sections 54.313(a)(5)-(6) of the Commission's rules,⁸ attached hereto are certifications attesting that CTTC: (1) complies with applicable service quality standards and consumer protection rules; and (2) is able to function in emergency situations as set forth in Section 54.202(a)(2) of the Commission's rules.

V. Additional Voice Rate Reporting

Section 54.313(h) of the Commission's rules requires all incumbent local exchange carrier recipients of high-cost support to report all of their rates for residential local service for all portions of their service area, as well as state fees as defined pursuant to Section 54.318(e) of the Commission's rules, to the extent the sum of those rates and fees are below the local rate floor as defined in Section

⁶ See 47 C.F.R. § 54.313(a)(3).

⁷ See 47 C.F.R. § 54.313(a)(4).

⁸ See 47 C.F.R. § 54.313(a)(5)-(6).

54.318 of the Commission's rules, and the number of lines for each rate specified. Such carriers must report lines and rates in effect as of June 1. Because CTTC's residential local service and state fees are not below the local rate floor, it has no rate information to report pursuant to Section 54.313(h) of the Commission's rules and therefore no limitations or reductions to CTTC's high-cost support are warranted.

VI. Conclusion

Based on the foregoing information, CTTC hereby satisfies its annual reporting requirements set forth in Section 54.313 of the Commission's rules, the *USF Transformation Order and Clarification Order* and maintains its continued eligibility to receive federal universal service support.

Respectfully submitted,

CENTRAL TEXAS TELEPHONE COOPERATIVE, INC.

By: /s/ Kenneth C. Johnson

Kenneth C. Johnson
Robert A. Silverman
Bennet & Bennet, PLLC
6124 MacArthur Boulevard
Bethesda, MD 20816
(202) 551-0015

Its Attorneys

Dated: June 28, 2012

Declaration of Jimmy Horton

I, Jimmy Horton, do hereby declare under penalty of perjury the following:

1. I am the Network Operations Manager of Central Texas Telephone Cooperative, Inc.
2. I have read the foregoing "Annual Compliance Filing of Central Texas Telephone Cooperative, Inc." I have personal knowledge of the facts set forth therein, and believe them to be true and correct.


Jimmy Horton

6-27-12
Date

July 2, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Quality Service Certification for ETC Compliance Filing

Dear Ms. Dortch:

On behalf of Central Texas Telephone Cooperative, Inc. ("CTTC"), pursuant to Section 54.313(a)(5) of the Federal Communications Commission's ("Commission") rules and the Commission's 2011 *USF Transformation Order*,¹ I hereby certify under penalty of perjury that CTTC is complying with applicable Commission service quality standards and consumer protection rules.

Jimmy Horton
Central Texas Telephone Cooperative, Inc.


Its Authorized Representative

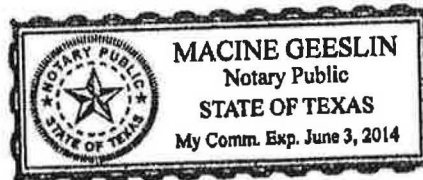
Date 6-27-12

Subscribed, Sworn to and Acknowledged before me this 27 day of June, 2012.


NOTARY PUBLIC

My Commission expires:

06/03/2014



¹ See *Connect America Fund et al., WC Docket No. 10-90 et al.*, Report and Order and Further Notice of Proposed Rulemaking, FCC 11-161, ¶¶ 580-581 (rel. Nov. 18, 2011) ("*USF Transformation Order*"). See also 47 C.F.R. § 54.313(a)(5).

July 2, 2012

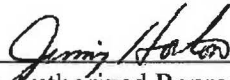
Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Emergency Certification for ETC Compliance Filing

Dear Ms. Dortch:


On behalf of Central Texas Telephone Cooperative, Inc. ("CTTC"), pursuant to Section 54.313(a)(6) of the Federal Communications Commission's ("Commission") rules and the Commission's 2011 *USF Transformation Order*,¹ I hereby certify under penalty of perjury that CTTC is able to function in emergency situations as set forth in Section 54.202(a)(2) of the Commission's rules. CTTC's emergency plan is attached hereto.

Jimmy Horton
Central Texas Telephone Cooperative, Inc.


Its Authorized Representative

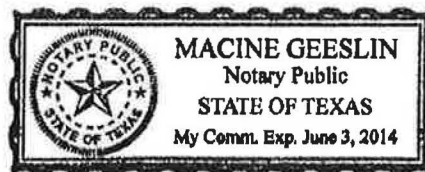
Date 6-27-12

Subscribed, Sworn to and Acknowledged before me this 27 day of June, 2012.


NOTARY PUBLIC

My Commission expires:

06/03/2014



¹ See *Connect America Fund et al., WC Docket No. 10-90 et al., Report and Order and Further Notice of Proposed Rulemaking*, FCC 11-161, ¶¶ 580-581 (rel. Nov. 18, 2011) ("*USF Transformation Order*"). See also 47 C.F.R. § 54.313(a)(6).

EMERGENCY OPERATIONS PLAN

Revised 2012

**Central Texas Telephone Cooperative, Inc.
PO Box 627 – 1012 Reilley Street
Goldthwaite TX 76844**

Office: (325) 648-2237 or (800) 535-8904

Fax: (325) 938-5606

Web Site: www.centex.net

POLICY STATEMENT

DISASTER RECOVERY

In order to responsibly serve our customers and our communities, Central Texas Telephone Cooperative, Inc. must be able to respond efficiently and professionally in all emergency situations, restore any lost communications as rapidly as possible, and return Communications to normal working conditions.

To meet this commitment, Central Texas Telephone Cooperative, Inc. will maintain an Emergency Operations Plan that meets or exceeds the requirements set forth by the Texas Public Utility Commission. This plan will be administered by an Emergency Operations Committee consisting of designated management employees.

Every employee is directed to observe the authority of the Emergency Operations Committee during any declared emergency and in any other instance when the Emergency Operations Plan is activated, i.e., disaster drill.

During operational emergencies, employees are advised to remain available for immediate call-out. They are also instructed to remain clear of any and all emergency operations unless directed by an employee, exercising the authority of the Emergency Operations Committee, to personally take part in the execution of the Emergency Operations Plan.

Signed: 
General Manager

Date: 6-27-12

CENTRAL TEXAS TELEPHONE COOPERATIVE, INC.
EMERGENCY OPERATIONS PLAN

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**CENTRAL TEXAS TELEPHONE COOPERATIVE, INC.
EMERGENCY OPERATIONS PLAN**

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CENTRAL TEXAS TELEPHONE COOPERATIVE, INC.
EMERGENCY OPERATIONS PLAN

1. GENERAL

A. PURPOSE

The Emergency Operations Plan of Central Texas Telephone Cooperative, Inc. has been developed to serve as the guide for quick response to a disaster or catastrophe within our service territory. This plan will address the requirements of handling emergency restoration of service in such situations in accordance with sound business practices and the requirements of Texas Public Utility Commission Rule 26.51.

This plan will concentrate upon restoration of service and the return to normal working conditions. Of paramount importance during such an event will be the safety and welfare of all employees.

It is the purpose of this plan to provide the mechanism to systematically restore service to all customers in the most effective and efficient means possible. This plan is not intended to be all-inclusive, but serve as a guide for restoration. Sound and prudent decisions will have to be made dependent upon the circumstances that present themselves. Use of this plan will enhance those decisions.

B. PRACTICE RESPONSIBILITY

This plan is reviewed and maintained annually by the staff of Central Texas Telephone Cooperative. A copy of this is maintained at the main Central Offices and all Staff Manager's work locations, with a copy maintained at their homes as well. The plan should be reviewed with all of the employees annually. The General Manager will be responsible for coordinating the updates and/or corrections of each of the respective segments of the plan.

C. PUBLIC UTILITY COMMISSION

Filing and Compliance

Substantive Rule 26.51

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

2. EMERGENCY CONTROL CENTER PREPAREDNESS PLANS

A. GOLDTHWAITE COMPLEX

(Primary Control Center – 1012 Reilley – Goldthwaite)

Should a community disaster/emergency occur (i.e., flood, fire, explosion, etc.), the Disaster Control Center will be established in the Headquarters Building and manned by Central Texas Telephone employees. Direct contact will be established to local civil defense, not only for Central Texas Telephone activities, but all emergency situations arising within the community and the surrounding area to determine the effects on medical related service, fire, and police activities. Restoration and coordination of these activities will be the primary goal. The purpose of the center would be to provide support and marshal any resources necessary for restoration.

1. Business office personnel will maintain customer relations, i.e., take trouble reports, explain updated information about the emergency, direct the public to emergency centers as they become established, make the business office available to civil service personnel.
2. Warehouse personnel will be responsible for helping outside plant and central office personnel remove materials to needed site(s). They will help procure materials and equipment as needed from suppliers or vendors. If necessary, they will make the warehouse facility available to civil service personnel.
3. The tandem office will be the functional control center for monitoring restoration and clean up. All involved personnel will be in constant contact with the dispatcher via our maintenance radio, cellular phone, or land line(s). Supervision of work will be done from the tandem office by a qualified person. If necessary the tandem office will be made available to civil service personnel.

B. SAN SABA CENTRAL OFFICE (Secondary Control Center)

1. The Lohn and San Saba Central Office personnel will be in constant contact with the dispatcher in Goldthwaite, reporting progress and receiving trouble reports. Contact may be by maintenance radio, cellular phone, or landline. Supervision of work can be done from this office. If necessary, the San Saba Business Office will be made available to civil service personnel.

C. SUMMARY

Both locations will have fresh water and sanitary facilities. The tandem office and the San Saba Central Office are equipped with standby electrical generators. The person in charge of any emergency will be the highest-ranking person on site, by department. Our maintenance radio is redundant with Channel 1 located at the Lohn Tower and Channel 3, located at the Goldthwaite Tower. Either channel can be used from either location. They are separated by approximately 50 miles.

**Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN**

3. EMERGENCY RESTORATION ORGANIZATION OVERVIEW

A. EMERGENCY MANAGEMENT COMMITTEE

The Emergency Management Committee will notify their Supervisors and the Supervisors will notify their staff (see pages 5 - 7)

	<u>CELL</u>	<u>HOME</u>
INCIDENT COMMANDER Jamey Wigley	(325) 456-4997	(325) 948-3000
SAFETY OFFICER Jimmy Horton	(325) 456-1205	(325) 985-3366
LOGISTICS SECTION CHIEF Jason Allen	(325) 456-1307	(325) 948-3240
FINANCE/ADMINISTRATION SECTION CHIEF Lawana Drosche	(325) 456-1302	(325) 648-3437
PUBLIC INFORMATION OFFICER Kristi Gross	(325) 938-7177	(512) 423-2088

Others, if needed:

OPERATIONS SECTION CHIEF

PLANNING SECTION CHIEF

LIAISON OFFICER

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

3. EMERGENCY RESTORATION ORGANIZATION OVERVIEW

B. ORGANIZATIONAL RESPONSIBILITIES

Telephone Operations (All areas served)

1. Outside Plant Restoration

- a. General Manager
- b. Network Manager
 - 1) Construction Crew
 - 2) Plant Records
 - 3) Building and Grounds
 - 4) Vehicle Maintenance
- c. Customer Service Manager
 - 1) I & R Supervisor
 - 2) I & R Technicians
- d. Warehouse

2. Network Restoration

- a. General Manager
- b. Network Manager
 - 1) CO Supervisor
 - 2) CO Technicians
 - 3) Data Network Supervisor
 - 4) Data Network Technicians
- c. Warehouse Personnel

3. Business Office Restoration

- a. General Manager
- b. Financial Operations Manager
 - 1) Accounting
 - 2) Billing
- c. Customer Service Manager
 - 1) Customer Service Supervisor
 - 2) Customer Service Representatives
- d. Human Resource Manager
- d. Warehouse Personnel

**Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN**

3. EMERGENCY RESTORATION ORGANIZATION OVERVIEW

C. CHAIN OF COMMAND/DEPARTMENT CONTACT POINTS/PERSONNEL

EMPLOYEES AND CONTACT NUMBERS

		Home Phone	Cellular Phone
1.	General Manager – Jamey Wigley Secretary – Macine Geeslin	325-948-3000 325-648-3587	325-456-4997 325-938-7223
2.	Financial Operations Manager – Lawana Drosche	325-648-3437	325-456-1302
3.	Network Manager – Jimmy Horton	325-985-3366	325-456-1205
4.	Customer Service Manager – Jason Allen	325-948-3240	325-456-1307
5.	Human Resource Manager – Kristi Gross	512-423-2088	325-938-7177
6.	Purchasing/Warehouse Staff Chad Gray	325-648-3364	325-938-7244
7.	Network Operations Staff Tommy Smith- Supervisor Steve Fischer Ernie Gonzales Jason Rogers Bill Sumpter Don Watson Robert Watson Buddy Williams	325-344-5556 325-344-5444 325-597-0414 254-248-1370 325-646-6524 325-948-3353 325-451-7603 325-938-5566	325-456-1305 325-456-5163 325-456-9552 325-938-7297 325-456-2189 325-938-7149 325-938-6148 325-938-6451
8.	Outside Plant Staff Trint Tupin – Supervisor <u>Dispatch</u> Sherry King David Smith <u>Customer Support</u> Briana Guthrie Britton Roberts <u>Installer/Repairman</u> Greg Campbell Jason Hendrix Matthew Orosco Robby Pritchard Bradley Sawyer Bradley Shelton Craig Smith Mark Wise	325-372-5678 325-985-3506 325-648-3335 325-220-0903 325-948-3276 254-371-6540 325-628-3400 325-456-6288 254-396-1473 325-938-6917 325-648-2847 325-938-7979 325-938-0140	325-938-6701 325-200-8313 325-938-6917 325-938-7469 325-938-0150 325-938-0159 325-938-0081 325-938-6702 325-938-0313 512-734-3816 325-451-0533 325-938-7675 325-452-3209

**Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN**

3. EMERGENCY RESTORATION ORGANIZATION OVERVIEW

C. CHAIN OF COMMAND /DEPARTMENT CONTACTS/PERSONNEL

EMPLOYEES AND CONTACT NUMBERS (continued)

	Home Phone	Cellular Phone
<u>Construction/Cable Splicers</u>		
Charlie Leverett, Supervisor	325-648-3230	325-938-6754
Kirk Edington	325-948-3527	325-938-7277
Jason Flippen	254-471-3100	325-938-7276
Joe Perez	325-938-5345	325-938-0170
Randy Weeks	254-394-3398	325-938-0029
<u>Plant Records</u>		
Mike Connally	325-948-3866	---
Nelda Teague	325-463-5660	325-938-6387
Terry Thompson	325-451-0436	Same
Apolonio Torres	325-451-0468	Same
9. Customer Service Staff		
Charlotte Hall – Supervisor	325-648-3409	325-938-6170
Customer Service Reps (Goldthwaite)		
Krystal Bolt	325-938-0350	Same
Merideth Martin	325-628-3381	979-324-2186
Roseann Moreno	325-372-3457	325-372-1195
Mandy Seider	325-648-2869	325-451-0611
Tracey Shelton	325-648-2309	325-938-7878
Jennifer Thompson	325-451-0747	Same
Dani Voelkel	325-938-0314	Same
Cindy Vogel	325-623-5663	325-372-1115
Hollyann Wright	325-938-0011	Same
Customer Service Reps (San Saba)		
Carey Amthor (Coordinator)	325-372-3634	325-372-1766
Cherei Addkison	325-372-6095	325-372-7211
Oleta Behrens	325-372-3071	325-372-7571
Nancy Womack	325-372-5317	325-998-3882
10. Accounting/Billing/Warehouse Staff		
Jeff Schwartz - Supervisor	325-966-3305	325-456-0187
Accounting		
Ana Blackwell	325-372-4848	214-727-9030
Brandi Coronado	325-648-3824	325-938-6012
Alan De La Cruz	325-451-0880	Same
Nita Denney	325-966-3759	325-938-6962
Mary Knight	325-948-3762	325-451-0235
Kim Smith	325-648-2577	325-938-7272

**Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN**

3. EMERGENCY RESTORATION ORGANIZATION OVERVIEW

C. CHAIN OF COMMAND/DEPARTMENT CONTACTS/PERSONNEL

EMPLOYEES AND CONTACT NUMBERS (continued)

10. Business Office Staff (continued)	Home Phone	Cellular Phone
Billing		
Mary Pritchard	325-348-3873	325-348-8346
Kristi Taylor	325-985-3833	325-451-4054
Joy Duncan	325-938-5454	325-451-0491
Warehouse		
Chad Gray	325-648-3364	325-938-7244
11. Data Network		
Shawn Calder – Supervisor	325-985-3864	325-456-1308
Jeramy Gristy	325-451-0287	325-938-7469
Bruce Hammond	325-948-3351	325-938-6700
Ricky Hurst	325-451-4075	325-938-7832
James Pelton	325-348-3458	325-938-6971
Gary Summy	325-985-3672	325-938-6646
12. Vehicle Maintenance		
Ron Conyer	325-966-3333	325-938-7017
13. Building and Grounds		
Abel Salazar	325-648-2668	---

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

4. DISASTER PREPAREDNESS

A. DISASTER CONTROL CENTER

Primary importance will be the establishment of a **Disaster Control Center**, which will be the **Goldthwaite Business Office**, 1012 Reilley Street, or the Access Tandem Office 1012 Reilley Street, or the Central Texas Telephone Cooperative Main Warehouse. The **chain of command will evaluate the extent of damages.**

Escalation Process:

1. Moderate – Disruption of Service (cutting of a line)
2. High – Emergency (Power outage/generators not working)
3. Severe – Disaster (Tandem being taken out)

The first line of defense will enable the employees to analyze the situation and start the restoration process. Notification of the subscribers or citizens, local officials and County officials and the Public Utility Commission of Texas. The chain of command will be responsible for ordering necessary supplies and making the call for assistance to other Central Texas Telephone companies, Suppliers, Manufactures, and anything else that needs to be handled.

Notification:

1. Central Texas Telephone Cooperative will report to an official at the Public Utility Commission of Texas, as soon as possible. If the disaster is a news event, the PUC Public Information Office will be called.

Major Outages: E-mail the PUC at:
outage@puc.state.tx.us; or

2. Call Local Media (see pages 19)

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

4. DISASTER PREPAREDNESS

B. TYPES OF DISASTERS: NATURAL

When adequate warning is given by Weather Officials as to possible disastrous conditions, certain details must be attended to in order to minimize damage.

Administering the following checklist, personnel should exercise good judgment in their preparations.

- 1) Check for items to be moved to a safer area, if possible.
- 2) Unplug from commercial power all calculators, computers, etc., which could be damaged by a power surge.
- 3) Check all building sites, including cable yards, and secure any and all loose items, including trash storage.
- 4) Check all company vehicles for gas, make sure all fuel tanks are full.
- 5) Check all roof drains and clear as necessary. Also check any guy lines for roof mounted antennas, etc.
- 6) Have on hand, or readily available, tape, plastic sheeting, plywood, wires, etc., in order to make minor repairs so as to prevent further possible damage.
- 7) Make sure that heavy equipment and trailers are in good working order, and may be transported to any area requiring assistance.
- 8) Check inventory for drop wire and any construction materials necessary for restoration of service. Also check cable maintenance items. Make sure chain saws and tree-trimming tools are in working order.
- 9) Company vehicles not in use should be placed in as safe a place as possible, away from trees or potential danger area.
- 10) Check your list of contacts for repairs to operational equipment such as emergency power, air conditioning, etc. are covered in each serving area that is affected.
- 11) Notification to connecting companies is covered in each area that is affected.
- 12) If employee's families are endangered, they should be transported to safety so employee is available for restoration and recovery functions. All temporary addresses and phone numbers should be listed and maintained by the employees' supervisor and manager.
- 13) List of any handicapped personnel who may require special assistance, if necessary.
- 14) A list of emergency numbers will be maintained at all work locations for use in emergencies.
- 15) Periodic testing of the plan is required.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

4. DISASTER PREPAREDNESS

C. HUMAN - CREATED EMERGENCIES - BOMB THREATS

In the event a bomb threat is received by any employee, the building should be immediately secured, and management should be immediately notified. Management will then determine if evacuation is necessary, and to what extent should be taken. Should evacuation be necessary, all involved personnel will be notified by their supervisor on details of returning to work. When an employee receives a bomb threat the following information should be obtained and provided to your immediate supervisor.

**Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN**

Telephone Bomb Threat Form

Stay calm - get as much information as you can and do not hang up the line used in the threat.

Immediately report the threat your local Law Enforcement

DATE:	TIME:	LENGTH OF CALL:	NUMBER REC'D ON:
ASK THESE QUESTIONS: 1. WHEN WILL BOMB EXPLODE? 2. WHERE IS IT RIGHT NOW? 3. WHAT DOES IT LOOK LIKE? 4. WHAT KIND OF BOMB IS IT? 5. WHAT WILL CAUSE IT TO EXPLODE? 6. DID YOU PLACE THE BOMB? 7. WHY? 8. WHAT IS YOUR ADDRESS? 9. WHAT IS YOUR NAME?		DESCRIBE CALLER'S VOICE: <div style="text-align: center;"> <input type="checkbox"/> CALM <input type="checkbox"/> NASAL <input type="checkbox"/> ANGRY <input type="checkbox"/> STUTTER <input type="checkbox"/> EXCITED <input type="checkbox"/> LISP <input type="checkbox"/> SLOW <input type="checkbox"/> RASPY <input type="checkbox"/> RAPID <input type="checkbox"/> DEEP <input type="checkbox"/> SOFT <input type="checkbox"/> RAGGED <input type="checkbox"/> LOUD <input type="checkbox"/> CLEARING THROAT <input type="checkbox"/> LAUGHTER <input type="checkbox"/> CRYING <input type="checkbox"/> DEEP <input type="checkbox"/> NORMAL BREATHING <input type="checkbox"/> DISTINCT VOICE <input type="checkbox"/> SLURRED ACCENT <input type="checkbox"/> DISGUISED <input type="checkbox"/> CRACKING <input type="checkbox"/> WHISPER <input type="checkbox"/> FAMILIAR </div> <p>If voice is familiar, who did it sound like?</p>	
EXACT WORDING (Use back, if necessary)		BACKGROUND SOUNDS: <div style="text-align: center;"> <input type="checkbox"/> STREET <input type="checkbox"/> FACTORY NOISES OR MACHINES <input type="checkbox"/> CROCKERY <input type="checkbox"/> ANIMAL NOISES <input type="checkbox"/> VOICES <input type="checkbox"/> CLEAR <input type="checkbox"/> PA SYSTEM <input type="checkbox"/> STATIC <input type="checkbox"/> MUSIC <input type="checkbox"/> OFFICE <input type="checkbox"/> HOUSE <input type="checkbox"/> OTHER NOISES </div>	
Caller's sex: <input type="checkbox"/> Male <input type="checkbox"/> Female Race: _____ Age: _____ THREAT LANGUAGE: <input type="checkbox"/> WELL SPOKEN (EDUCATED) <input type="checkbox"/> INCOHERENT <input type="checkbox"/> FOUL <input type="checkbox"/> TAPED MESSAGE READ <input type="checkbox"/> IRRATIONAL BY THREAT MAKER		REPORT CALL IMMEDIATELY TO: POLICE: NAME _____ POSITION _____ PH NO. _____	

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

5. PANDEMIC PLAN

This Pandemic Plan will integrate with existing emergency plans, activities, and inventories and outlines additional actions needed to identify and prioritize essential functions, people, and material within the Company, as it relates to maintaining continuity of service, in times of a pandemic. The Pandemic Plan contains the following sections: planning and coordination, situation monitoring and assessment, prevention and containment, response, and communication.

A. ASSUMPTIONS

- 1) Local governments have the primary responsibility to provide public health, mental health, and emergency medical services within their jurisdictions.
- 2) Although there may be isolated pockets, the pandemic could affect the Company's entire service area.
- 3) Depending upon when the pandemic occurs, the Company and its employees may have limited access to vaccine supplies, if applicable.
- 4) While this plan focuses on continuity of service, the Company may need to use facilities to create temporary general purpose and special needs shelters in times of a pandemic.
- 5) The emotional impact of a pandemic will strain individual and community coping skills and will result in the need for stress management support for responders, providers and the general public.
- 6) Disseminating timely, consistent, and accurate information to public sector and private sector stakeholders, the media and the general public concerning the Company's ability to provide continuous and adequate service, is one of the most important facets of pandemic preparedness and response.
- 7) While a pandemic may include any number of triggers or outbreaks, this plan primarily focuses on pandemics caused by influenza, which is considered the main pandemic threat in the U.S.

B. PLANNING AND COORDINATION

Central Texas Telephone Cooperative, Inc. designates Jimmy Horton, Network Manager, as the Pandemic Coordinator:

The Pandemic Coordinator is responsible for training all employees on emergency operations procedures to be implemented during a pandemic. The Pandemic Coordinator will work closely with Central Texas Telephone Cooperative's Human Resource Manager to address healthcare needs and services related to the prevention of, treatment of, and recovery from a pandemic. In addition, the Pandemic Coordinator will designate a pandemic team who will assist in monitoring pandemic outbreak reports, assess implications on service continuity, conduct employee training, order necessary supplies and implement other specific strategies to reduce company exposure during a pandemic.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

5. PANDEMIC PLAN

B. PLANNING AND COORDINATION (continued)

The pandemic team includes the following employees: General Manager, Network Manager, Financial Operations Manager, Human Resource Manager, Customer Service Manager, Accounting Supervisor, Customer Service Supervisor, I & R Supervisor, Data Supervisor, Central Office Supervisor and Construction Crew Supervisor.

The Pandemic Coordinator and team ("PC&T") will conduct meetings and exercises with to review emergency preparedness and response procedures specific to a pandemic. The PC&T will establish a pandemic information sharing center available to all Central Texas Telephone Cooperative personnel. The PC&T will designate team members to attend any public meetings that address pandemic response activities or planning efforts in the community.

The PC&T defines "essential" functions, goods, and services Central Texas Telephone Cooperative requires in order to provide continual service as the following:

As a telecommunications service provider, Central Texas Telephone Cooperative maintains an essential function to provide working telecommunications services and facilities at all times. In order to complete this task, Central Texas Telephone Cooperative requires its network to be maintained in good working condition, with reliable and sufficient power supply and reserve generators or battery back-up available for all serving central office facilities. Therefore, personnel responsible for maintaining network reliance and ensuring reserve power supplies remain constant are considered essential employees ("EEs").

Essential employees will be responsible for cross-training non-essential workers to perform essential functions. The Company may also call on recently retired workers or neighboring utility employees in the event of a pandemic.

C. SITUATION MONITORING AND ASSESSMENT

The PC&T will monitor local, state and federal infectious disease surveillance resources to obtain important information that could impact Central Texas Telephone Cooperative's operations. Such resources may include state and county health departments or news reports. Upon review of any information pertaining to a potential pandemic, Central Texas Telephone Cooperative will assess the risks of the situation and determine if there is an immediate threat to EEs or other company personnel. If a threat is imminent, Central Texas Telephone Cooperative will proceed with prevention and containment activities identified below, and response and communication activities as necessary.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

5. PANDEMIC PLAN

D. PREVENTION AND CONTAINMENT

Central Texas Telephone Cooperative will employ policies for all employees to practice non-pharmaceutical interventions to prevent infection and to contain disease. Such practices include standard good hygiene practices and encouraging sick employees to stay at home, or otherwise in confinement. Central Texas Telephone Cooperative also encourages all employees and family members to receive available and recommended vaccinations. In the event that employees fall ill, Central Texas Telephone Cooperative provides insurance benefits to allow for prompt treatment by a professional medical care provider.

E. RESPONSE

In a pandemic emergency situation, it is expected that notification and response will be initiated at the national or international level, followed by state and, finally, local level. Central Texas Telephone Cooperative will coordinate with other utilities to consolidate essential functions and workers at critical pandemic trigger points. Additionally, Central Texas Telephone Cooperative will have access to all essential supplies, material and equipment as listed in 5.G. Central Texas Telephone Cooperative will promptly seek medical consultation and advice for potentially ill workers and their families and for emergency responders. In addition, during a pandemic, Central Texas Telephone Cooperative will establish flexible work-site and work hour policies to reduce unnecessary exposure for all employees. Central Texas Telephone Cooperative will establish infection control policies for sick employees and reassign personnel who are at high risk to develop sickness. Central Texas Telephone Cooperative will restrict travel to affected areas, or ensure that any necessary travel to such areas is managed with appropriate protective equipment and gear.

F. COMMUNICATIONS

- 1) **Employees:** Central Texas Telephone Cooperative will use telephone, email and/or recorded announcements to provide employees with necessary information regarding when, if, and how to report to work following an emergency.
- 2) **Management:** Central Texas Telephone Cooperative will use telephone and/or email or texting to provide company management and directors with all relevant information needed for the protection of employees, customers, vendors, and nearby facilities.
- 3) **Public:** Central Texas Telephone Cooperative will use its website and/or other forms of available media to update the public with assurances that Central Texas Telephone Cooperative is utilizing all resources to protect workers and assure continuity of service.
- 4) **Customers:** Central Texas Telephone Cooperative will communicate with customers via any means appropriate to update customers on the status of products, services, and deliveries.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

5. PANDEMIC PLAN

F. COMMUNICATIONS (continued)

- 5) Government:** Central Texas Telephone Cooperative will use all available means to communicate with authorities about Central Texas Telephone Cooperative's response efforts and Central Texas Telephone Cooperative needs during a pandemic recovery period.
- 6) Other Businesses/Immediate Neighbors:** Central Texas Telephone Cooperative will be prepared to give neighboring companies a prompt briefing on the nature of the emergency so they can assess their own threat levels.

G. LIST OF ESSENTIAL SUPPLIES

- 1) For maintaining proper hydration:
 - Bottled water
 - 5-gallon buckets for carrying, purifying, and storing additional water
 - Water purification tablets
 - Stir sticks for stirring water during purification process.
- 2) For maintaining proper nutrition
 - Meal replacement food bars
 - Canned goods
- 3) For personal warmth/shelter
 - Emergency thermal blankets
 - Tarps
- 4) For light:
 - 12-hour light sticks
 - Flashlights & batteries
 - Portable lanterns and oil or batteries for lanterns
- 5) For sanitation/hygiene
 - Antibacterial hand gel
 - Antibacterial wipes
 - Bleach and other disinfectants
 - Disposable face masks
- 6) Equipment
 - Hand operated can openers
 - Emergency battery or hand crank radio
 - Batteries
 - Camping stove
 - Camping heater
 - Refrigeration unit
 - Duct tape
 - Plastic bags

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

6. CLASSIFICATION/ASSESSMENTS OF EMERGENCIES

- A. Emergencies cannot necessarily be classified into specific categories. However, there are certain types of emergency situations that could effect our operations in different way. A Business Office emergency such as a fire or tornado damage to the building, would be handled in a much different manner than damage to Central Office or outside plant cable

Business Office Damage / Fire or Tornado – Goldthwaite and/or San Saba

General Manager	Jamey Wigley
Network Manager	Jimmy Horton
Customer Service Manager	Jason Allen
Financial Operations Manager	Lawana Drosche
Human Resource Manager	Kristi Gross
Warehouse Personnel	Chad Gray
Building and Grounds	Abel Salazar
Vehicle Maintenance	Ron Conyer
Office Personnel	Cherei Addkison, Carey Amthor, Oleta Behrens, Ana Blackwell, Krystal Bolt, Shawn Calder, Mike Connally, Brandi Coronado, Alan De La Cruz, Nita Denney, Joy Duncan, Macine Geeslin, Jeramy Gristy, Briana Guthrie, Charlotte Hall, Bruce Hammond, Ricky Hurst, Sherry King, Mary Knight, Merideth Martin, Roseann Moreno, James Pelton, Mary Pritchard, Jeff Schwartz, Mandy Seider, Tracey Shelton, David Smith, Kim Smith, Gary Summy, Kristi Taylor, Nelda Teague, Jennifer Thompson, Terry Thompson, Apolonio Torres, Dani Voelkel, Cindy Vogel, Nancy Womack and Hollyann Wright

Central Office Damage / Fire or Tornado – Goldthwaite and/or San Saba

General Manager	Jamey Wigley
Network Manager	Jimmy Horton
CO Supervisor	Tommy Smith
All Central Office Personnel	Steve Fischer, Ernie Gonzales, Jason Rogers, Bill Sumpter, Don Watson, Robert Watson, Buddy Williams
Building and Grounds	Abel Salazar
Vehicle Maintenance	Ron Conyer

**Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN**

6. CLASSIFICATION/ASSESSMENTS OF EMERGENCIES

Outside Cable Damage / Cut, Fire or Tornado – Goldthwaite and/or San Saba

General Manager	Jamey Wigley
Network Manager	Jimmy Horton
Customer Service Manager	Jason Allen
I & R Supervisor	Trint Tupin
Crew Supervisor	Charlie Leverett
All Plant Personnel	Crew: Kirk Edington, Jason Flippen, Joe Perez, Randy Weeks I&R: Greg Campbell, Jason Hendrix, Matthew Orosco, Robby Pritchard, Bradley Sawyer, Bradley Shelton, Craig Smith, Mark Wise Dispatch: Sherry King, David Smith Customer Support: Briana Guthrie, Britton Roberts Plant Records: Mike Connally, Nelda Teague, Terry Thompson, Apolonio Torres
Building and Grounds	Abel Salazar
Vehicle Maintenance	Ron Conyer

Type A Emergency: 50% or more of a service outage within an exchange (including toll circuits). Management and all employees involved in restoration.

Type B Emergency: 50% of the EAS circuits serving an exchange. Management and all employees involved in restoration

Type C Emergency: 50% of a Central Office. Management and Central Office Personnel.

Type D Emergency: 20% or more of an exchange's access lines. Management and Plant Personnel

Type E Emergency: Any component of the 9-1-1 system that results in an outage to the 9-1-1 service.

**Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN**

6. CLASSIFICATION OF EMERGENCIES

B. CRITICAL USERS

Command Center: Business Office
Central Texas Telephone Cooperative, Inc.
1012 Reilley
Goldthwaite, Texas 76844

or

Personnel shall be notified of alternate office facilities and when to report to work.

Critical Users include any users responsible for the safety and welfare of the public within the Cooperative's service area. *A detailed list of critical users is provided in Attachment B on pages 36 – 37.*

C. NOTIFICATION PROCESS

1. Emergency Agencies	Goldthwaite Ambulance	325-648-3422
2. Fire Departments	Goldthwaite	325-648-3212
	Priddy	325-966-3355
	Mullin	9-1-1
	Star	325-948-3255
3. Law Enforcement	Goldthwaite	325-648-2245
	Dept. of Public Safety	325-648-3386
	City of Goldthwaite	325-648-3186
	Goldthwaite City Manager	325-648-2695

*Central Texas Telephone Cooperative, Inc.
Employees and Office Numbers
See pages 5-7.*

External Contact Points: See pages 38 – 40.

MUST BE NOTIFIED WITHIN 4 HOURS AFTER EMERGENCY:

Public Utility Commission
1701 Congress Avenue
Austin, Texas 78711
Forms and telephone contact information located at:
<http://www.puc.state.tx.us/telecom/utility/purcontacts.cfm>

E-mail outage information to: outage@puc.state.tx.us

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

7. COMMUNICATIONS PLAN

A. MASS COMMUNICATIONS

Media contacts will be handled by the General Manager. Contacts should occur in the following order:

1. Radio	<u>Telephone</u>	<u>Fax</u>
a. KOXE/KBWD (Brownwood)	325-646-3505	325-646-2220
b. KNEL (Brady)	325-597-2119	325-597-1925
c. KNUZ (San Saba)	325-372-5225	325-372-3817
d. KGKL (San Angelo)		
Business Office	325-655-7161	325-658-7377
Request Line	325-658-1177	
e. KIXY (San Angelo)	325-949-2112	325-944-0851
f. KSJT (San Angelo)	325-655-1717	325-657-0601
Spanish Station		
g. KDCD (San Angelo)	325-947-0899	325-947-0996

2. Newspapers	<u>Telephone</u>	<u>Fax</u>
a. Brownwood Bulletin	325-646-2541	325-646-6835
b. Goldthwaite Eagle	325-648-2244	325-648-3417
c. San Saba News & Star	325-372-3973	325-372-5115
d. Brady Standard	325-597-2959	325-597-1434
e. Gatesville Messenger	254-865-5212	254-865-2361
f. Eden Echo	325-869-3561	---
g. Hamilton Herald	254-386-3145	254-386-3001
h. Evant Star	254-471-5767	254-471-5465

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

7. COMMUNICATIONS PLAN *(continued)*

B. INTERNAL COMMUNICATIONS

During normal working hours, the point of control is to be the business office (325-648-2237). If other than normal working hours, the employee receiving notification shall alert the General Manager (325-948-3000) or the Network Manager (325-985-3366).

All coordination of manpower, materials and equipment will be through the business office.

If emergency situation is reported by an outside source:

- 1) Person receiving the call or contact will make note of all information pertinent to the situation to include:
 - a. Person reporting trouble
 - b. Location of trouble.
 - c. Type and extent of damage.
 - d. Call back number.
 - e. Date and time
- 2) Person receiving report will relay information to the General Manager and/or Network Manager.
- 3) If during normal working hours:
 - a. Dispatcher will dispatch first available craftsman to damage site of office involved
 - b. Craftsman will secure the area, report the findings to dispatcher, and remain at site until the arrival of repair crew. If at all possible establish a communication link with the business office.
- 4) Dispatcher will notify:
 - a. General Manager, Network Manager and Customer Service Manager
 - b. The aforementioned employees will assess the situation and proceed as needed.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

8. SAFETY AND SECURITY PLANS

- A.** Safety of the employee's as well as the public is a major concern of the Co-op. Central Texas Telephone Cooperative, Inc. provides safety meetings and films to each employee. These meetings are necessary and every employee needs to make every effort to attend.
- B.** Employees will not be subject to work in an unsafe environment nor shall any employee subject others to unsafe environments. Areas where outages have occurred, but are unsafe, will be dealt with when the proper authorities deem it a safe area.

When necessary, security measures should be taken to insure the safety of employees. In the event security is necessary, management will be in charge of making the decision. This may include:

- 1. Contacting law authorities; or
 - 2. Refusal of repairing service until a safe environment is installed.
- C.** Central Texas Telephone Cooperative, Inc. will periodically offer to its employees training in first aid and emergency medical treatment. All employees will have access to any first aid courses or training that the Cooperative can provide. First Aid kits are provided throughout all office buildings and in each Cooperative vehicle.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

9. COMPLAINT HANDLING PROCEDURES

A. During an emergency situation, it is the responsibility of Central Texas Telephone Cooperative's personnel to adhere to the following items:

1. PUC Rule 26.30 Customer Complaints.
2. Document customer's name, address, telephone number, and nature of complaint.
3. Investigate complaint as soon as practical.
4. Inform customer of their rights and PUC's address (if applicable):

- a. Public Utility Commission
Consumer Affairs Division
1701 N. Congress Avenue
PO Box 13326.
Austin, TX 78711-3326
Phone: Agency Switchboard: 512-936-7000
Assistant Hotlines: 888-782-8477 or
512-936-7120
Central Records: 512-936-7180

E-mail: customer@puc.state.tx.us

B. All complaints dealing with an emergency event are to be handled by the Network Manager.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

10. GEOGRAPHIC – SPECIFIC EMERGENCY PREPAREDNESS PLANS

Mills, McCulloch, San Saba County, the communities of Cherokee, Locker, Bend, Big Valley, Evant, Doole, Melvin, Eola, Mercury, Lohn, Rochelle, Priddy, Mullin, Star, Voca, San Saba, Richland Springs and the Statewide disaster plan:

1. Central Texas Telephone Cooperative, Inc. has been and will continue to be a participant in the emergency plans.
2. The Management of the Cooperative consisting of the General Manager, Network Manager, Staff Managers and Supervisors serve on the disaster committees.
3. The main office of the Cooperative located at 1012 Reilley Street, in Goldthwaite, Texas is designated as the command center.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

11. MUTUAL ASSISTANCE/RESOURCES

- A. Central Texas Telephone Cooperative will maintain relationships with neighboring companies that can provide mutual assistance in emergency situations. The Texas Telephone Association (TTA) also serves as a resource to put companies in contact with neighboring companies in emergency circumstances.
- B. Texas Statewide Telephone Cooperative, Inc. (TSTCI) will routinely broadcast an e-mail to members in the event of a disaster. TSTCI will also solicit help from its member companies for assistance with materials, emergency equipment, and/or personnel as needed by a company experiencing an emergency or disaster situation.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

A. PRACTICES AND PROCEDURES

1. GENERAL

This section covers suggested procedure in handling disaster restoration of service in the event of a catastrophe.

Based upon the Cooperative to serve our Membership and the entire public within our service will depend upon the extent of the catastrophe. Our objectives are as follows:

- a. Provide trunk outlet to the outside world. This is particularly important where outside assistance from Federal, State, and Area Disaster groups are needed.
- b. Where emergency trunk facilities are limited and our facilities are "out of service" it may be necessary to establish a messenger service between the point of the limited trunk terminations and certain disaster group headquarters and other health and welfare units to rely on incoming messages. This will generally avoid long holding time and return calls on the limited trunk facilities.
- c. As trunks to the outside can be made available for use, establishment of some form of toll service for use by local residents to communicate with families and associates. Prompt restoration of this service will reduce the incoming traffic load generated by families, friends, and business associates who try to reach the disaster area.
- d. Where the central office equipment is rendered "out of service" the first available incoming trunks will be transferred to a suitable location within reach of the trunks, even if in a tent. This portion of restoration of service will need to be coordinated very closely with connecting company personnel. Small PABX units may be used if they are readily equipped with appropriate and suitable trunk equipment to function with the connecting office trunks.
- e. Restore local service, even though temporary, to those responsible for public health and welfare. See the CRITICAL USERS LIST in Section 12.B.
- f. There is no set order of restoration of local exchanges except that management will immediately survey the area and decide where the most service can be restored in the shortest possible time.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

A. PRACTICES AND PROCEDURES *(continued)*

1. GENERAL *(continued)*

- g. The recovery team will insure the following after a disaster:
 - 1) Remove or protect hazardous materials.
 - 2) Take pictures and/or descriptions of what happened to formulate a damage report before clean up begins. Keep copies of newspaper articles describing the disaster and recovery.
 - 3) Secure property from further loss. Erect temporary barrier of fence, or post a guard if needed.
 - 4) Salvage good equipment and merchandise. Establish delivery points to receive emergency.
 - 5) Notify suppliers of the emergency and establish emergency procedures.
 - 6) Before buildings are opened for the general public, have a structural engineer to inspect, if there is any concern as to their safety.
 - 7) Establish working funds, housing, and a secure storage area.
 - 8) Be aware of broken fuel lines, power lines, etc. They should be removed before any restoration begins.
 - 9) Be aware of spontaneous combustion, and possible physical reactions.
 - 10) Identify all purchases so they are driven to a work order for consolidating disaster expenses.

2. OUTLINE BUSINESS OFFICE ASSISTANCE

It also outlines some considerations that Central Texas Telephone Cooperative, Inc. has initiated. Central Texas Telephone Cooperative acknowledges the benefits of the business office working together with the central office and outside plant to provide assistance should the need arise to respond to an insolated or broad based disaster.

- a. The Headquarters building located 1012 Reilley St, Goldthwaite, is the largest concern when taking into consideration that billing data, customer data and payroll are done out of its office.
- b. Backs up tapes of all databases are kept in a fireproof vault in the business office. Also, sets of backup tapes are kept at three different remote locations.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

A. PRACTICES AND PROCEDURES *(continued)*

2. OUTLINE BUSINESS OFFICE ASSISTANCE *(continued)*

- c. Although many documents could not be recreated, the computer information would contain enough data information to continue business operation.
- d. Any invoices list could be located by contacting vendors or awaiting second notices.
- e. Payroll information could be recreated by daily time sheets or each employee could be paid for regular time and overtime can be adjusted on the next pay period.
- f. Inventory records can be restored by backup tapes or copies of warehouse requisitions.

Lightning surge protectors are installed on phone systems and computers to insure minimal damage to equipment.

3. PREPARATION

- a. Guidelines are necessary in preparing for emergency restoration. The following list provides a good starting point.
 - 1) Management personal will be in charge of declaring a disaster and initiate command center.
 - 2) After a disaster has been declared, management personal will initiate command center.
 - 3) Emergency agencies will be notified of location and telephone numbers of command center.
- b. Telephone numbers of emergency organization will be kept and updated to insure correct listing.
- c. Information will be given to media and Public Utility Commission on a need be basis. Management will either release this information, or appoint a spokesperson.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

A. PRACTICES AND PROCEDURES (*continued*)

3. PREPARATION (*continued*)

- d. The Goldthwaite Warehouse keeps an adequate supply of cable, pedestals, phones and all related materials. As a general rule, there are always sufficient amounts of supply materials on hand. In such cases when there are not enough materials in stock, the suppliers listed should be contacted:
 - 1) Power & Telephone Supply - located in Memphis TN- 1-800-222-5955
 - 2) Graybar - located in Ft. Worth - 1-800-846-4261
 - 3) Embarq Logistics – located in New Century KS – 1-800-326-8754

Suppliers are not listed in any specific order. They are suppliers the Cooperative use on a regular basis and are geographically located to minimize delivery time.

- e. All Company Vehicles (cars, trucks, construction vehicles and equipment) are serviced on a routine basis considering mileage and hours of use.
- f. Portable generators are cranked regularly to insure operation. When weather bulletins are issued, all standby equipment is checked again.
- g. Connecting companies will be notified of the location, extent, and approximate restoration time of outages. Time frame will vary depending of extent of damage.
- h. Employees' first concern should be the safety of their families. When families are safe, employees will be available to help in recovery. Temporary addresses and telephone numbers should be given to the employees' supervisor.
- i. A list of emergency numbers will be maintained at all work locations for use in emergencies. (See Attached).
- j. In the event a BOMB THREAT is received by any employee, the building should be secured and management should be notified immediately. Management will decide if it is necessary to evacuate the premise and to what extent precautions should be taken. Local law enforcement should be notified. The employee that received the call should write information down as soon as possible. This will help law enforcement in apprehending the person or persons making the threats. Should evacuation be necessary, management will notify employees on returning to work.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

A. PRACTICES AND PROCEDURES (*continued*)

4. RESTORATION PLAN

- a. In order to respond effectively the following outlines of items are provided.
 - 1) The business office has current plant records and maps of exchanges.
 - 2) We have a computerized mapping system. If necessary, these maps can be redrawn.

- b. Central Texas Telephone Cooperative, Inc. Business Office will keep records for the following exchanges:

1. Bend	10. Mullin
2. Big Valley	11. Melvin
3. Cherokee	12. Priddy
4. Doole	13. Richland Springs
5. Eola	14. Rochelle
6. Evant	15. San Saba
7. Locker	16. Star
8. Lohn	17. Voca
9. Mercury	18. Goldthwaite - Tandem

- c. Digital Central Office programs/database backups are kept for each exchange

1. Bend	10. Mullin
2. Big Valley	11. Melvin
3. Cherokee	12. Priddy
4. Doole	13. Richland Springs
5. Eola	14. Rochelle
6. Evant	15. San Saba
7. Locker	16. Star
8. Lohn	17. Voca
9. Mercury	18. Goldthwaite - Tandem

- d. In addition to these exchanges, the San Saba Central Office will also keep backups for:
 - 1. Goldthwaite - Tandem RNS-Host
 - 2. Eola - RNS 1
 - 3. Lohn - RNS 2
 - 4. Locker - RNS 3
 - 5. Big Valley
 - 6. Richland Springs
 - 7. San Saba

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

A. PRACTICES AND PROCEDURES *(continued)*

4. RESTORATION *(continued)*

- e. The business office will also keep records of other databases and technical information of the exchanges. Such information could be:
 - 1) Business phone system programs
 - 2) Trunking information
 - 3) Exchange offices should all contain
 - a) "As built" maps
 - b) Correct cable assignment records
 - c) Current line/station cards
- f. In addition, the equipment room in every Central Office contains:
 - 1) Office program/database backup at host
 - 2) Plans and specification for that office
 - 3) Trunking information
 - 4) Assorted spare cards. Digital Switch spare circuit boards
 - 5) Test equipment necessary for maintenance
 - 6) In offices where fiber optic equipment is used, there will be information pertaining to its associated equipment.
- g. In case of commercial power loss each exchange office has a stand-by generator with automatic transfer switches.
 - 1) Generators are routinely checked and serviced. Each generator is exercised monthly;
 - a) In addition to permanent generator and central office sites, the warehouse has a portable generator (12 kw).
- h. Each central office is equipped with FX line accessible for CO personnel to use lap top computers. In the event the Central Office fails to perform, the FX is necessary as a way to get into the switch to restore operations and/or to get technical assistance.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

A. PRACTICES AND PROCEDURES (*continued*)

5. PRIORITIES FOR RESTORATION OF SERVICE

- a. Prior to a disaster such as a hurricane, tornado or flooding, there is sometimes an ability to foresee possible problems. Management will call a meeting of Staff Management team to review areas of concern. After any disaster, the following steps are to be followed:
 - 1) Assess damages
 - 2) Identify requirements
 - 3) Prioritize requirements
 - 4) Direct and initiate service restoration

- b. At Central Texas Telephone Cooperative, Inc., we will continue to serve our customers as efficiently as possible. Not knowing the extent of future catastrophes, it is difficult to have an exact order of restoration. Depending on the extent of damage and where the damage has occurred, a possible order of restoration may be as follows:
 - 1) Central office
 - 2) Emergency Services (police, fire, ambulance, etc.)
 - 3) Public Pay Phones
 - 4) Business circuits
 - 5) Residential Service

This order of restoration may change in accordance with USTA policy, Texas Telephone Association policy, as well as National Defense policy.

- c. During the recovery process the following should be followed:
 - 1) Remove and/or protect hazardous materials.
 - 2) Take picture of damage before clean up is initiated.
 - 3) Secure property from further loss. This can be done by erecting a temporary fence or post a guard if necessary.
 - 4) In the event that a central office has been damaged it should take precedence over outside plant. Central office supervisors will be in charge of complete restoration of the offices affected. The supervisors will also keep management updated on all projects.
 - a) Restoration of trunking - enable access to the outside world. In the event of an extreme catastrophe trunk access may need to be terminated temporarily to suitable telephone instrument. This will allow service for subscribers to reach emergency organization, family members and business associates. However, they should be monitored very closely by telephone personal, and coordinated closely with the connecting companies.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

A. PRACTICES AND PROCEDURES (*continued*)

5. PRIORITIES FOR RESTORATION OF SERVICE (*continued*)

- b) If damage to central office is beyond repair, management will take appropriate measures to get in contact with Genband.
- c) Restore local service to those responsible for public health and welfare in the disaster area. This includes hospitals, doctors, police, ambulance, fire department, military groups and other such professional services. (Restore service even if only temporary.)
- d) Restoration of local exchange service will be monitored closely by management. The order of outside plant restoration will be on the most needed basis. Areas that are more severely damaged and communication is extremely necessary, should be a major priority. Areas that have no emergency should be restored as quickly as possible. In these areas service should be given to the majority of subscribers with the least amount of damage. Service that can be restored quickly should be done so; hopefully, this will provide service in the area while the more extensive problems are addressed.
- e) Service that was repaired temporarily will be noted and made permanent when time allows:
 - 1) Equipment and merchandise that can be salvaged and reused should be done so. This will minimize ordering of emergency supplies.
 - 2) List of materials and time should be kept on all jobs. This information could be taken off the daily time sheets and material sheets if the need occurs.
 - 3) All invoices should be kept of materials purchased for restoration of disasters.
- f) When the replacement of destroyed facilities (such as buildings) warrant outside contracts, the public and contractor will be notified. Any anticipated delays will be given to contractors and others involved. All information and contractual agreements should be noted and a report made.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

A. PRACTICES AND PROCEDURES (*continued*)

6. PRELIMINARY CHECKLIST

- a. Construction and installation/repair supervisors will be responsible for the following:
 - 1) Ensure that all vehicles, machinery (backhoes, dozers, chain saws, winch trucks, etc.) are operational. If any machinery is damaged or unavailable, the management would decide on either replacing equipment or possible renting.
 - 2) Maintain a list of telephone numbers of all utility companies, and a list of employee numbers. These numbers should be easily accessible.
 - 3) In the event Central Texas Telephone Cooperative employees are dispatched to one of the Coop's other locations, lodging, food, and water will be provided. Procedures will be no different than what employees have experienced in the past.
 - 4) Ensure proper rain gear and safety equipment is provided to all employees working.
 - 5) Verify that there is a sufficient amount of materials/or supplies needed for restoration of service.

After review of the preliminary checklist, the supervisors will report information to management and/or control center. It may not be necessary for approval of all action taken to restore service, but it is important for everyone involved to be aware of what actions are being taken. It is the duty of supervisors to make the decisions necessary to accomplish tasks. If this cannot be done efficiently, then management will take appropriate action.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

A. PRACTICES AND PROCEDURES *(continued)*

7. POST RECOVERY PLAN

- a. During normal working hours all trouble reports and information shall initiate from the business office location.
Goldthwaite 325-648-2237
800-535-8904
- b. After hours trouble calls are diverted to an answering service and dispatched to repair people the next day, except in the case of an emergency. However, there may be a need to establish an after hours control center at the business office (dispatch desk) in the event of a major storm or catastrophe.
- c. Connecting companies are provided with a list of call out personnel. As trouble has occurred in the past, Central Texas Telephone Cooperative employees have been contacted by connecting companies after hours. This procedure has worked efficiently in the past, and we do not foresee any problems.
- d. Dispatching of employees during regular or after-hours will continue to function as it has in the past. It is necessary for employees to contact their supervisors before going on trouble after hours. This will allow supervisors to monitor the call out and initiate any further requirements.
- e. Employees that are contacted directly by subscriber should note the following information:
 - 1) Person reporting trouble
 - 2) Location of trouble (telephone number may be enough)
 - 3) Type of trouble
 - 4) Date and time
 - 5) Call back number

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

A. PRACTICES AND PROCEDURES (*continued*)

8. SAFETY AND SECURITY CONSIDERATIONS

- a. Safety of the employee's as well as public is a major concern of the Coop. Central Texas Telephone Cooperative, Inc. has been providing safety meetings and films to each employee. These meetings are necessary and every employee needs to make every effort to attend.
- b. No employee will be subject to work in unsafe environment nor shall any employee subject others to unsafe environments. Area where outages have occurred but are unsafe will be dealt with when the proper authorities deem it a safe area.
- c. When necessary security measures should be taken to insure the safety of employees. In the event security is necessary, management will be in charge of making the decision. This may include:
 - 1) Contacting law authorities; or,
 - 2) Refusal of repairing vice until a safe environment is installed.

**Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN**

12. ATTACHMENTS

B. ADDITIONAL CRITICAL USERS

Command Center: Business Office

Central Texas Telephone Cooperative, Inc.
1012 Reilley
Goldthwaite, Texas 76844
Or

Personnel shall be notified of alternate office facilities and when to report to work.

Critical Users

Goldthwaite

- | | |
|----------------------------|--------------|
| 1. Mills County Sheriff | 325-648-2245 |
| 2. Mills County EMS | 325-648-3422 |
| 3. Mills County Courthouse | 325-648-2636 |
| 4. Goldthwaite ISD | 325-648-3531 |

San Saba

- | | |
|---------------------------|--------------|
| 1. San Saba Sheriff | 325-372-5551 |
| 2. San Saba Ambulance/EMS | 325-372-5788 |
| 3. San Saba Courthouse | 325-372-3614 |
| 3. San Saba ISD | 325-372-3771 |

Lohn

- | | |
|--------------------|--------------|
| 1. Lohn Fire Dept. | 325-344-5700 |
| 2. Lohn ISD | 325-344-5749 |

Big Valley

- | | |
|--------------------------------|--------------|
| 1. New Horizons Ranch & School | 325-938-5518 |
| | 325-938-5513 |

Mullin

- | | |
|----------------------|--------------|
| 1. Mullin Fire Dept. | 9-1-1 |
| 2. Mullin ISD | 325-985-3374 |

Priddy

- | | |
|----------------------|--------------|
| 1. Priddy Fire Dept. | 325-966-3355 |
| 2. Priddy ISD | 325-966-3323 |

Star

- | | |
|----------------------------------|--------------|
| 1. Star Fire Phone | 325-948-3255 |
| 2. Texas Game Warden Association | 325-948-3021 |
| 3. Star ISD | 325-948-3661 |

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

B. ADDITIONAL CRITICAL USERS (continued)

Cherokee

- | | |
|------------------------|--------------|
| 1. Cherokee Fire Dept. | 325-622-4681 |
| 2. Cherokee ISD | 325-622-4298 |

Richland Springs

- | | |
|--------------------------------|--------------|
| 1. Richland Springs Fire Dept. | 325-452-3277 |
| 2. Richland Springs ISD | 325-452-3524 |

Rochelle

- | | |
|------------------------|--------------|
| 1. Rochelle Fire Dept. | 9-1-1 |
| 2. Rochelle ISD | 325-243-5224 |

Doole/Millersview

- | | |
|-----------------------------------|--------------|
| 1. Doole/Millersview Fire Dept. | 325-483-5400 |
| 2. Millersview-Doole Water Supply | 325-483-5438 |

Eola

- | | |
|--------------------|--------------|
| 1. Eola Fire Dept. | 325-469-3300 |
|--------------------|--------------|

Evant

- | | |
|-----------------------|--------------|
| 1. Evant Fire Station | 254-471-5567 |
| 2. Evant Funeral Home | 254-471-5522 |
| 3. Evant ISD | 254-471-5536 |

Melvin

- | | |
|-----------------------|--------------|
| 1. Melvin Fire Alarm | 325-286-4500 |
| 2. Melvin City Office | 325-286-4222 |

Mercury

- | | |
|---------------|--------------|
| 1. Placid VFD | 325-463-5699 |
|---------------|--------------|

Brady

- | | |
|---------------------------------------|--------------|
| 1. City of Brady-Emergency Management | 325-597-2152 |
| 2. West Central Wireless | 325-597-1906 |

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

C. EXTERNAL CONTACT POINTS

Medical Facility

Brownwood Regional Hospital (Brownwood)	(325) 646-8541
Heart of Texas Memorial Hospital (Brady)	(325) 597-2901
Coryell Memorial Hospital (Gatesville)	(254) 865-8251
Hamilton Hospital	(254) 386-1700

Insurance Carrier

Farmers Union Insurance	(303) 338-2714
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Power Companies:

Brownwood	TXU ENERGY
	PO Box 227097
	Dallas, TX 75222-7097
	(800) 242-9113

Voca	Sharyland Utilities
Lohn	326 E Highway 190
Mercury	Brady, TX 76825
Doole	(325) 597-2161 8 AM – 5 PM
Locker	(800) 442-8688 After Hours
Pear Valley	
Millersview	
Richland Springs	
Rochelle	
Melvin	
Cherokee	

Eola	AEP - West Texas Utilities
Vancourt	(888) 216-3523 24 Hours
	(888) 218-3919 Outage

Evant	Hamilton County Electric Co-op
Bend	PO Box 753
Big Valley	Hamilton, TX 76531
Star	(254) 386-3123 24 Hour Service
Priddy	(800) 595-3401

Mullin	Comanche County Electric Co-op
	201 W Wright
	Comanche, TX 76442
	(325) 356-2533
	(800) 915-2533

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

C. EXTERNAL CONTACT POINTS *(continued)*

INTERLATA/INTRALATA EXCHANGE CARRIER'S

	<u>Residential</u>	<u>Business</u>
1. Sprint	(800) 877-4020	(800) 877-4500
2. Qwest	(877) 375-4448	(800) 860-1020
3. NTS	(800) 588-2222	(800) 588-2222
4. MCI	(800) 727-5555	(800) 444-3333
5. Excel	(800) 875-9235	(800) 875-9235
6. Coast International (Interlata Only)	(800) 848-2661	(800) 848-2661
7. Cable & Wireless	----	(888) 454-4264
8. Central Texas Communications	(800) 535-8904	(800) 535-8904
9. Central Texas Telephone (Intralata Only)	(800) 535-8904	(800) 535-8904
10. AT&T	(800) 222-0400	(800) 222-0400
11. Frontier	(800) 482-4848	(800) 482-4848
12. ACN Communications	(888) 742-0555	(888) 742-0555

**Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN**

12. ATTACHMENTS

D. LIST OF CONTRACTORS

	<u>Goldthwaite</u>	<u>San Saba</u>
General Carpentry	Ronnie Auldridge (325) 648-3430 Randy Cobb (325) 648-3324	Gary Vogel (325) 372-3935
Masonry	Johnny Miller (325) 648-2414 Derrell Yeager (325) 648-3391	Don Moore (325) 372-5035
Plumbers	Roberts & Petty, Inc. (325) 646-6452 – Day (800) 935-2382 Rocky's Plumbing (325) 648-3000	Eddie Campbell (325) 372-5197
Heating/Cooling/Electrical	Roberts & Petty, Inc. (325) 646-6452 - Day (325) 643-8694 – Night Wilson Heating & Cooling (325) 648-3661	Eddie Campbell (325) 372-5197
Lumber	ABC (325) 648-2477	Barnes & McCullough (325) 372-3536

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

D. LIST OF OUTSIDE PLANT CONTRACTORS

1. Texas US Telecommunications
PO Box 190
Comfort, TX 78013
830-995-3744
830-995-4395 (Fax)
2. Isbell Construction
PO Box 436
Florence TX 76527
254-793-3603
3. MP NexLevel
500 CR 37E
Maple Lake MN 55358

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

E. VENDORS AND MAJOR EQUIPMENT SUPPLIERS

- | | |
|---|--|
| <p>1. GENBAND USA
3605 E Plano Pkwy
Plano TX 75074
Phone - (972) 521-5800
Fax - (972) 265-3599</p> <p>2. CALIX
Petaluma Headquarters
1035 N McDowell Blvd.
Petaluma CA 94954
Phone - (707) 766-3000
Fax - (707) 283-3100
E-mail: info@calix.com</p> <p>3. Telco Systems
63 Nahatan Street
Norwood MA 02062-5732
Phone - (781) 551-0300
Fax - (781) 551-0538</p> <p>4. Alcatel
1000 Coit Road
Plano TX 75075
(972) 477-2555</p> <p>5. Larus Corporation
894 Faulstich Court
San Jose CA 95112
(800) 999-9946</p> <p>6. Adtran, Inc.
901 Explorer Blvd.
Huntsville AL
(800) 923-8726</p> <p>7. CISCO
United States
(800) 553-2447
(408) 526-7209</p> <p>8. RAD
Toll Free - (800) 444-7234</p> | <p>9. Western Multiplex
1196 Borregas Avenue
Sunny Vale CA
(408) 542-5200</p> <p>10. ADC
13625 Technology Drive
Eden Prairie MN 55344
(972) 938-8080</p> <p>11. TELECT
2111 N. Molter Road
Liberty Lake WA 99019
(800) 551-4567</p> <p>12. Zhone Technologies, Inc.
@ Zhone Way
7195 Oakport Street
Oakland CA 94621
Phone - (877) Zhone-20 (946-6320) -
Toll free in US and Canada
Phone - (510) 777-7000 or (510) 777-7001</p> <p>13. Brocade
Support: (800) 752-8061
(408) 333-6061</p> <p>14. Vaonet
Technical Support - support@vaonet.com
Toll free - (877) 751-2530 - Option 1
Direct - (901) 383-2864
Mobile - (901) 219-8578</p> <p>15. Dell/Force10Networks
Force10Networks
1415 North McDowell Blvd.
Petaluma CA 94954
Phone - (707) 665-4400
Fax - (707) 793-4935</p> |
|---|--|

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

12. ATTACHMENTS

F. DISTRIBUTION OF THE EMERGENCY OPERATIONS PLAN

EMPLOYEES

General Manager (Incident Commander)	Jamey Wigley
Network Manager (Safety Officer)	Jimmy Horton
Financial Operations Manager (Fin/Admin Section Chief)	Lawana Drosche
Customer Service Manager (Logistics Section Chief)	Jason Allen
Human Resource Manager (Public Information Officer)	Kristi Gross

The Emergency Operations Plan is kept in each of the above employee's offices, in their homes and in the three main Central Offices (Goldthwaite, San Saba and Lohn). It is also distributed to all Supervisors. It is also on the Cooperative's Employee Web Page (<http://ctt003>). All employees are trained regularly on where the Emergency Operations Plan is located in their department, any changes that have been made to the Plan, and how to respond in case of emergency.

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

13. EQUIPMENT/LOCATION/SITE DATA/INVENTORIES

A. TOWERS

Goldthwaite 400' – Highway 84, ½ Mile East of Goldthwaite

Bend 300' – 3 Miles down FM 580 off South Highway 16
on right in pasture

Lohn 500' – Highway 283, about 6 miles north of Brady,
on the left, top of mountain

San Saba 300' - Free standing – next to San Saba CO

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

3. EQUIPMENT/LOCATION/SITE DATA/INVENTORIES

B. DLC Cabinets/Location/Electric Company

EXCHANGE	AFC CABINET	ROUTE	COMMON NAME	ELECTRIC COMPANY
BEND	1A	RT 1-34	NIX	HAMILTON CO ELEC
BEND	2A	RT 2-16	SMITH RANCH	HAMILTON CO ELEC
BEND	5C	RT 5-23	ROUGH CREEK	HAMILTON CO ELEC
BEND	6A	RT 6-10	COLONY	HAMILTON CO ELEC
BEND	7A	RT 3-81T	BEND TOWER	HAMILTON CO ELEC
BEND	CO	CO	CO OCCAM	HAMILTON CO ELEC
BIG VALLEY	1A	RT 1-27B	NEW HORIZON	HAMILTON CO ELEC
BIG VALLEY	2A	RT 2-12	3-MILE CROSSING	HAMILTON CO ELEC
BIG VALLEY	2B	RT 2-31	CASTOR CROSSING	HAMILTON CO ELEC
BIG VALLEY	2C	RT 2-28	HWY 183 SOUTH	HAMILTON CO ELEC
BIG VALLEY	3B	RT 3-11	SAN SABA PEAK	HAMILTON CO ELEC
BIG VALLEY	5B	RT 5-16	HWY 16 SOUTH	HAMILTON CO ELEC
BIG VALLEY	7B	RT 7-26	BUDDY	HAMILTON CO ELEC
BIG VALLEY	B-18	RT B-18	RIDGE	HAMILTON CO ELEC
BIG VALLEY	C-16	RT C -16	REGENCY	SHARYLAND UTILITES
BIG VALLEY	D26	RT D-24	HWY 45 INDIAN CRK	SHARYLAND UTILITES
BIG VALLEY	EBONY	RT 1	EBONY	SHARYLAND UTILITES
BIG VALLEY	EBONY	RT 1	EBONY(AFC)	SHARYLAND UTILITES
CHEROKEE	1B	RT 1-42	Keith WILLIAMS	CENTRAL TX ELEC
CHEROKEE	2E	RT 2-28	BOON DOCKS	CENTRAL TX ELEC
CHEROKEE	4A	RT 4-21	HWY 16 SOUTH	CENTRAL TX ELEC
CHEROKEE	6A	RT 6-30	VALLEY SPRINGS	CENTRAL TX ELEC
CHEROKEE	11A	RT 11-28A	SLOAN POOLE RANCH	CENTRAL TX ELEC
CHEROKEE	REMOTE	RT 7	CHEROKEE REMOTE	CENTRAL TX ELEC
CHEROKEE	CHRK WEST	RT 7-1-2	CHRK WCW TOWER	CENTRAL TX ELEC
CHEROKEE	AT&T	RT 2-21R-2	CHRK AT&T TOWER	CENTRAL TX ELEC
DOOLE	1B	RT 1-44	STACY	SHARYLAND UTILITES
DOOLE	3A	RT 3-39	SALT GAP	SHARYLAND UTILITES
DOOLE	11D	RT 11A-28	INDIAN HILLS	COLEMAN CO ELEC
DOOLE	11E	RT A-34	MESQUITE ACRES	COLEMAN CO ELEC
DOOLE	REMOTE	RT 4	MILLERVIEW	SHARYLAND UTILITES
DOOLE	LAKE IVEY	RT 11A-31-1	LAKE IVEY TOWER	COLEMAN CO ELEC
DOOLE	WCW DOOLE	RT 4-10-1	DOOLE WCW TOWER	

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

EOLA	2A	RT 2-39	EDWARDS	CONCHO VALLEY ELEC
EOLA	2B	RT 2-30	PROSISE	CONCHO VALLEY ELEC
EOLA	3A	RT 3-45	DENIS	CONCHO VALLEY ELEC
EOLA	4B	RT 4 Ped 21	POWELL LANE	CONCHO VALLEY ELEC
EOLA	KLST TOWER	RT 3-17L-16-1	KLST TOWER	CONCHO VALLEY ELEC
EOLA	PHINEY RD.	RT 1-16L-8-1	WCW PHINEY TOWER	CONCHO VALLEY ELEC
EOLA	REMOTE	RT 3	VANCOURT	CONCHO VALLEY ELEC
EOLA	VICK	RT 3-27-4-1	WCW VICK TOWER	CONCHO VALLEY ELEC
EVANT	1A	RT 1-66	84 EAST	HAMILTON CO ELEC
EVANT	2A	RT 2-34	BEE HOUSE	HAMILTON CO ELEC
EVANT	3A	RT 3-53	HWY 281 SOUTH	HAMILTON CO ELEC
EVANT	4A	RT 4-38	84 WEST	HAMILTON CO ELEC
EVANT	4B	RT4-28-16	FM 2414 (FLIPPEN)	HAMILTON CO ELEC
EVANT	5A	RT 5-38A	HWY 281 NORTH	HAMILTON CO ELEC
EVANT	5B	5-32-3	ATT tower	HAMILTON CO ELEC
EVANT	6A	RT 6-12	LCRA SUBSTATION	HAMILTON CO ELEC
EVANT	6B	RT 6-26	JACK ELM	HAMILTON CO ELEC
EVANT	att	5-32-3-1	towersite	HAMILTON CO ELEC
EVANT	ALOMOSA	RT 4-14-1-1	ALOMOSA 84 WEST	HAMILTON CO ELEC
LOCKER	REMOTE (1A)	RT 1-72	REMOTE	SHARYLAND UTILITES
LOCKER	1C	RT 1-34A	SPRING CREEK	SHARYLAND UTILITES
LOCKER	2B	RT 2-17	COTTON BELT	SHARYLAND UTILITES
LOCKER	4A	RT 4-70	HALL VALLEY	SHARYLAND UTILITES
LOCKER	4C	RT 4-32	HOLT (SKEETERVILLE)	SHARYLAND UTILITES
LOCKER	5B	RT 5-13	HWY 45 & HWY 765	SHARYLAND UTILITES
LOCKER	11B	RT 11-46	CATCLAW	HAMILTON CO ELEC
LOCKER	13A	RT 13 -19	CO RD 117(hibler)	SHARYLAND UTILITES
LOHN	1A	RT 1-30L -5	MARION	SHARYLAND UTILITES
LOHN	1B	RT 1-34	WALDRIP	SHARYLAND UTILITES
LOHN	1D	RT1-30-23	FIFE	SHARYLAND UTILITES
LOHN	1E	RT 1-30-23-13	SWENSON	SHARYLAND UTILITES
LOHN	2C	RT 2-40	ONION CREEK	SHARYLAND UTILITES
LOHN	3A	RT3-67-A	FM 1121	SHARYLAND UTILITES
LOHN	3B	RT 3-67-13	CR 300	SHARYLAND UTILITES
LOHN	3C	RT 3 PED 34	KEISLING	SHARYLAND UTILITES
LOHN	11A	RT 11-20	BEDGOOD	SHARYLAND UTILITES
LOHN	AT&T	RT 2-24-1	LOHN AT&T TOWER	SHARYLAND UTILITES
LOHN	PEAR VALLEY	RT 5	PEAR VALLEY	SHARYLAND UTILITES
LOHN	TOWER	RT 3-47-1-1	LOHN TOWER	SHARYLAND UTILITES

Central Texas Telephone Cooperative, Inc.
EMERGENCY OPERATIONS PLAN

MELVIN	1B	RT 1-57	BARKSDALE	SHARYLAND UTILITES
MELVIN	1C	RT 1-52-11	McCARTNEY	SHARYLAND UTILITES
MELVIN	1E	RT 1-15	JACOBY	SHARYLAND UTILITES
MELVIN	2A	RT 2-64-34B	SHARON WATSON	SHARYLAND UTILITES
MELVIN	2D	RT 2-70	FORD RANCH	SHARYLAND UTILITES
MELVIN	2G	RT 2-140	CALF CREEK	SHARYLAND UTILITES
MELVIN	4C		SCHWERTNER	SHARYLAND UTILITES
MELVIN	4A		SAMMONS	SHARYLAND UTILITES
MELVIN		RT 1-15-7	WCW JACOBY TOWER	SHARYLAND UTILITES
MELVIN		RT 4-15-1	AT&T HORSEBARN	SHARYLAND UTILITES
MERCURY	1B	RT 1-29	HODGES	SHARYLAND UTILITES
MERCURY	2B	RT 2-23-10	FM 1028 & CR 434	SHARYLAND UTILITES
MERCURY	4A	RT 4-61	PLACID	SHARYLAND UTILITES
MERCURY	11B	RT 11-30	HWY 765 DEMPSEY	SHARYLAND UTILITES
MERCURY	REMOTE (A)	RT 2	REMOTE	SHARYLAND UTILITES
MERCURY		RT 4-9L-2-1-1	AT&T TOWER (CRAIG MILLER)	SHARYLAND UTILITES
MULLIN	1A	RT 1-39-35	MCCORKLE (FM218&CR189)	COMANCHE CO ELEC
MULLIN	1B	RT 1-35	POMPEY MTN	COMANCHE CO ELEC
MULLIN	2A	RT 2-13	CENTER POINT	COMANCHE CO ELEC
MULLIN	3A	RT 3-17	TRIGGER MTN	COMANCHE CO ELEC
MULLIN	5D	RT 5-50	WHOOPEE & HOLLER	COMANCHE CO ELEC
MULLIN	5E	RT 5-19	WILLIAMS RANCH	COMANCHE CO ELEC
MULLIN	7A	RT 7-21	Lake Hite Tower	COMANCHE CO ELEC
MULLIN	9B	RT 9-18 B	LONESOME OAK	COMANCHE CO ELEC
PRIDDY	1A	RT 1-42	TODDY HOUSE	HAMILTON CO ELEC
PRIDDY	1B	RT 1-27L-26	RON CONYER (CR 265)	HAMILTON CO ELEC
PRIDDY	1D	RT 1-18R	SCHUSTER	HAMILTON CO ELEC
PRIDDY	2A	RT 2-27	INDIAN GAP	HAMILTON CO ELEC
PRIDDY	AT&T	RT 2-13A -1	AT&T TOWER	HAMILTON CO ELEC
RICHLAND SPRINGS	1B		CO OCCAM SLT2	SHARYLAND UTILITES
RICHLAND SPRINGS	1B		CO OCCAM SLT3	SHARYLAND UTILITES
RICHLAND SPRINGS	1B	RT 1-26	HWY 45 NORTH	SHARYLAND UTILITES
RICHLAND SPRINGS	4A	RT 4-47	HALL	SHARYLAND UTILITES
RICHLAND SPRINGS	3B TOWER	RT 3-12-14-2	RHSP TOWER	SHARYLAND UTILITES
ROCHELLE	1B	RT 1-17	FM 2315	SHARYLAND UTILITES
ROCHELLE	4C	RT 4-18	EAST SWEDEN	SHARYLAND UTILITES

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ROCHELLE	5A	RT 5-26-5	FM 2822	SHARYLAND UTILITES
ROCHELLE	5C	RT 5-26-16	RICHLAND VALLEY RANCH	SHARYLAND UTILITES
ROCHELLE		RT 1-23-7	WCW CORN CREEK TOWER	SHARYLAND UTILITES
ROCHELLE		RT 1-6B	WCW 190 EAST TOWER	SHARYLAND UTILITES
ROCHELLE		RT 4-11C-1	AT&T 190 WEST	SHARYLAND UTILITES
SAN SABA	1A	RT 1-82	HWY 16 NORTH	HAMILTON CO ELEC
SAN SABA	1B	RT 1-82-21	SHAW BEND	SHARYLAND UTILITES
SAN SABA	1C	F0-1	ATT TWR COLORADO RIVER	SHARYLAND UTILITES
SAN SABA	2B	RT 2-85	HWY 190 EAST	SHARYLAND UTILITES
SAN SABA	2D	RT 2-34	GOLF COURSE	CITY OF SAN SABA
SAN SABA	2D	RT 2-34	GOLF COURSE	CITY OF SAN SABA
SAN SABA	2D		co occam #1 slt1	CITY OF SAN SABA
SAN SABA	2D		co occam #1 slt2	CITY OF SAN SABA
SAN SABA	2D		co occam #1 slt3	CITY OF SAN SABA
SAN SABA	3A	RT 3-67	FLYING V RANCH	CENTRAL TX ELEC
SAN SABA	4B	RT 4-104	ALGERITA	SHARYLAND UTILITES
SAN SABA	4C	RT 4-78	HARKEYVILLE	SHARYLAND UTILITES
SAN SABA	4D	RT 5-1	TYC	CITY OF SAN SABA
SAN SABA	4E	RT 4-57	TX DOT	CITY OF SAN SABA
SAN SABA	5A	RT 5-18-20	OLIVER	SHARYLAND UTILITES
SAN SABA	5B	RT 5-18	WALLACE CREEK	SHARYLAND UTILITES
SAN SABA	7D	RT 7-66	SLOAN	SHARYLAND UTILITES
SAN SABA	7E	RT 7-85	MAXWELL CROSSING	SHARYLAND UTILITES
SAN SABA	8A	RT 8-68	PECAN GROVE	SHARYLAND UTILITES
SAN SABA	9A	RT 9 -19	CHARLIE	SHARYLAND UTILITES
SAN SABA			WCW TOWER	SHARYLAND UTILITES
SAN SABA	AT&T	RT 3-38-1	AT&T (KIRK PLACE)	CENTRAL TX ELEC
SAN SABA	AT&T	CHRK RT 1-47	AT&T (PERRY)	CENTRAL TX ELEC
STAR	1A	RT 1-41	CARADAN	HAMILTON CO ELEC
STAR	1B	RT 1-59	MT OLIVE	HAMILTON CO ELEC
STAR	4B	RT 4-39-11	JIMMY	HAMILTON CO ELEC
STAR	4C	RT 4-37	WILLOW CREEK	HAMILTON CO ELEC
STAR	4D	RT 4-17-26	MOLINE	HAMILTON CO ELEC
STAR	5A	RT 5-22	MCGIRK	HAMILTON CO ELEC
STAR	6A	RT 6-50A	HWY 84 WEST	HAMILTON CO ELEC
STAR	8A	RT 8-12	TURKEY TRACK	HAMILTON CO ELEC
STAR	9B	RT 9-32	HURST RANCH	HAMILTON CO ELEC
STAR	9C	RT 9	STAR TOWN	HAMILTON CO ELEC

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VOCA	1B	RT 1-83	CAMPBELL RANCH	CENTRAL TEX ELEC
VOCA	1H	RT 1-17	WAYNE SPILLER	SHARYLAND UTILITES
VOCA	2A	RT 2-7-4	CARMUSE NORTH	SHARYLAND UTILITES
VOCA	2B	RT 2-18-2	CARMUSE WEST	SHARYLAND UTILITES
VOCA	2C	RT 2-22	PROPPANT	SHARYLAND UTILITES
			TROUBLE REPORTING	
			SHARYLAND UTILITES	325-597-2161
			CENTRAL TEXAS ELEC	325-247-4191
			CITY OF SAN SABA	SHERIFF 372-5551
			COLEMAN CO ELEC	325-625-2128
			COMANCHE CO ELEC	325-356-2533
			CONCHO VALLEY ELEC	325-655-6957
			HAMILTON CO ELEC	254-386-3123

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CENTRAL TEXAS TELEPHONE COOPERATIVE
BUILDING'S PHYSICAL ADDRESSES
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Central Texas Telephone Coop's Identification Name	PHYSICAL LOCATION	CITY/COMMUNITY
BEND Central Office Building	FM 580	Bend
BEND Generator Building Building	FM 580	Bend
BIG VALLEY Central Office Building	St Hwy 16, 1.4 mi SW of FM 3023	Big Valley
BIG VALLEY Generator Building	St Hwy 16, 1.4 mi SW of FM 3023	Big Valley
EBONY REMOTE	Intersection FM 574 & CR 433, on NW side of FM 574 19 mi W of Goldthwaite	Ebony
BROWNWOOD Central Office Bldg	102 N Greenleaf	Brownwood
CHEROKEE Central Office Building	FM 501	Cherokee
CHEROKEE Generator Building	FM 501	Cherokee
CHEROKEE Remote Central Office Building	7 mi W of Cherokee on FM 501, on N side of FM 501	Cherokee
DOOLE Central Office Building	FM 765	Doole
DOOLE Generator Building	FM 765	Doole
MILLERSVIEW Remote Building (Remotes off Doole)	FM 765	Millersview
EOLA Central Office Building	1 Blk off FM 756	Eola
EOLA Generator Building	1 Blk off FM 756	Eola
VANCOURT Remote Central Office Building	Intersection of Allen Loop & US Hwy 87 on NW side	Vancourt
EVANT Central Office Building	100 W Wurtz Street	Evant
EVANT Generator Building	100 W Wurtz Street	Evant
GATESVILLE - FIBER BUILDING	CR 136 N. at US Hwy 84	Gatesville
GOLDTHWAITE TANDEM TOLL CENTER	1014 Reilley Street	Goldthwaite
LOCKER Central Office Building	FM 500, 3 mi E Hwy 45	Locker
LOCKER Generator Building	FM 500, 3 mi E Hwy 45	Locker
LOCKER Remote Central Office Building	7 mi NW on FM 500 from the Intersection of FM 500 & St Hwy 16 on W S Side	Locker
LOHN Central Office Building	FM 2635	Lohn
PEAR VALLEY Remote Central Office Building	Intersection of FM 504 W & CR 346 on the SE side in Pear Valley	Pear Valley
LOHN REMOTE Tower Site SITE	Hwy 283	Lohn
MELVIN Central Office Building	413 Hackberry Street	Melvin
MELVIN Generator Building	413 Hackberry Street	Melvin
MERCURY Central Office Building	FM 502	Mercury
MERCURY Generator Building	FM 502	Mercury
MERCURY Remote Central Office Building	5 mi SE of Mercury on FM 502, SW side	Mercury
MULLIN Central Office Building	FM 573	Mullin
MULLIN Generator Building	FM 573	Mullin

Central Texas Telephone Cooperative, Inc. **EMERGENCY OPERATIONS PLAN**

CENTRAL TEXAS TELEPHONE COOPERATIVE, INC. **BUILDINGS PHYSICAL ADDRESSES** Page 52

PRIDDY Central Office Building	St Hwy 16	Priddy
RICHLANDSPRINGS Central Office Building	East Side Hwy 45 & Center Street	Richland Springs
ROCHELLE Central Office Building	US Hwy 90	Page 51
SAN ANGELO CELL SITE	100 Strawn Road	San Angelo
SAN SABA Central Office Building	108 S 1st Street	San Saba
SAN SABA Tower Site	108 S 1st Street	San Saba
SLOAN Remote Central Office	.1 mi S of Intersection of FM 1030 & CR 340 on W side of FM 1030	San Saba
STAR Central Office Building	US Hwy 84, Center City	Center City
STAR Generator Building	US Hwy 84, Center City	Center City
STAR Fiber Terminal Building	1 mi S US 84 on FM 1047	Star
VOCA Central Office Building	FM 1851	Voca
VOCA Generator Building	FM 1851	Voca
HEADQUARTERS Building	1012 Reilley Street	Goldthwaite
Customer Service Center Building	1011 Reilley Street	Goldthwaite
Warehouse Building	503 5th Street	Goldthwaite
Storage Building # 1 (behind Tandem Office)	1014 Reilley Street	Goldthwaite
Storage Building # 2 (behind Warehouse Building)	5th & Reilley	Goldthwaite
Storage Building # 3 (behind Warehouse Building)	5th & Reilley	Goldthwaite
Vehicle Maintenance Building	5th & Reilley	Goldthwaite
Above Ground Fuel Storage Tanks	5th & Reilley	Goldthwaite
Storage Shed # 1, East end of Vehicle Maint Bldg	5th & Reilley	Goldthwaite
Storage Shed # 2, NW end of Vehicle Maint Bldg	5th & Reilley	Goldthwaite
Storage Shed # 3, West end of Vehicle Maint Bldg	5th & Reilley	Goldthwaite
Pole Yard Utility Building w/Electrical 100'X30'X12'	1612 3rd Street	Goldthwaite
Customer Service Center Building	208 E Brown Street	San Saba
Storage Building (behind Cus Serv Bldg in San Saba)	208 E Brown Street	San Saba